



Order Identification

| | | | |
|-------------------|------------|----------|------------|
| Customer Name: | [REDACTED] | Order #: | [REDACTED] |
| Telephone #: | [REDACTED] | | |
| Customer Address: | [REDACTED] | | |

Ameritech failed to have someone in the Central Office for a 7am cut. The cut sheet was faxed to Ameritech the day prior to cut.

Reporting Dept. _____



AMERITECH INCIDENT REPORT

Customer Name: [REDACTED] Order # [REDACTED]
 Telephone #: [REDACTED]
 Customer Address: [REDACTED]

[illegible]



AMERITECH INCIDENT REPORT

Customer Name: [REDACTED] Order #: [REDACTED]
Telephone #: [REDACTED]
Customer Address: [REDACTED]

[illegible]



AMERITECH INCIDENT REPORT

Order Identification
Customer Name: [REDACTED] Order #: [REDACTED]
Telephone #: [REDACTED]
Customer Address: [REDACTED]

[illegible]



Customer Name: [REDACTED] **Order #:** [REDACTED]
Telephone #: [REDACTED]
Customer Address: [REDACTED]

The cut was to take place on 12/20/96 per the customer, and we did have confirmation from AMI on this also. We were told two (2) days before the cut by AMI that they did not have enough facilities to do the cut and they may not be ready by the 20th.

Later, we found that the address for the new location was not correct (it was across the street from the original new address) but the AMI tech said this was not a problem and they will still be able to cut on the 20th.

Once again, we found out from the AMI tech. that there were not enough facilities at the new location to do the cut. AMI said they would not have a tech to do the cut on the 20th; but the cut ended up going on the 23rd after we approved the overtime for AMI.

| | |
|-----------------------------|----------------------------|
| Order Date: 12/5/96 | Inservice Date: 12/23/96 |
| Reporter's Name: [REDACTED] | Reporting Dept: [REDACTED] |

Inservice Date: 12/23/86

Reporting Dept



Order Identification

| | | | |
|-------------------|------------|----------|------------|
| Customer Name: | [REDACTED] | Order #: | [REDACTED] |
| Telephone #: | [REDACTED] | | |
| Customer Address: | [REDACTED] | | |

Originally, Ameritech claimed that there was existing facilities which we were unable to locate so we decided to install a new loop and then proceed with a cross-connect. When we put the cross-connect order through to AMI they informed us that it wasn't necessary to take this action because there wasn't an active line at this location.



Customer Name: [REDACTED] Order #: [REDACTED]
Telephone #: [REDACTED]
Customer Address: [REDACTED]

Ameritech claimed that there was existing service at this location when in fact the customer was the very first tenant in the condo the line was to be installed at. I know that the customer is telling the truth because she happens to be my cousin, however, AMI was able to buy time for themselves by making us double check our information.

Reporting Dept.



| | |
|---|-----------------|
| Brief Description of Problem: | |
| [REDACTED] | |
| "I talked with a provisioner from Ameritech today and they will leave the OPX line for [REDACTED] one. They basically said in this instance the OPX line is tied to a "station" and not a phone number and therefore can stay as is. The problem is still not rectified, however. | |
| Ameritech is saying we have two choices: (1) either pay for a redesign of any future line based OPX circuit, \$700-\$1500, or (2) keep one dial tone circuit with Ameritech for any future customer with a line based OPX line (it evidently doesn't matter which number as long as one stays) | |
| This justifies what I had been telling them all along--the OPX circuit physically has NOTHING to do with the phone number. This may be a temporary solution but I would still [would] like to have the ability to take all the customer lines we can and not make the billing issue any more difficult for the customer than we have to." | |
| Order Date: | Inservice Date: |
| Reporter's Name: | Reporting Dept: |



AMERITECH INCIDENT REPORT

| Order Identification | |
|----------------------|---------|
| Customer Name: | Order # |
| Telephone #: | |
| Customer Address: | |

[illegible]



AMERITECH INCIDENT REPORT

Order Identification

| | | | |
|-------------------|------------|---------|------------|
| Customer Name: | [REDACTED] | Order # | [REDACTED] |
| Telephone #: | [REDACTED] | | |
| Customer Address: | [REDACTED] | | |

[illegible]

STATE OF MICHIGAN
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

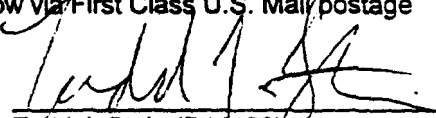
In the Matter of the Commission's Own)
Motion to consider Ameritech Michigan's)
Compliance with the Competitive Checklist in)
Section 271 of Telecommunications Act of 1996)

Case No. U-11104


PROOF OF SERVICE

STATE OF MICHIGAN)
) ss
COUNTY OF KENT)

The undersigned, being duly sworn, deposes and says that on the 17th day of January 1997, he served a copy of the attached document to the parties listed below via First Class U.S. Mail postage prepaid.


Todd J. Stein (P44159)

Subscribed and sworn to before me this
17th day of January 1997.


Paula Kay Venema, Notary Public
Acting in Kent County
My Commission Expires 9/7/99

JOINT SERVICE LIST

WORLDCOM

Mr. Norman C. Witte
115 West Allegan Avenue, 10th Floor
Lansing, MI 48933-1712
Fax: 517-485-0187

Ms. Linda L. Oliver
Hogan & Hartson
555 - 13th Street, NW
Washington, DC 20004

AT&T COMMUNICATIONS

Mr. Larry Salustro
AT&T Communications, Inc.
4660 S. Hagadorn Road, 6th Floor
East Lansing, MI 48823
Fax: 312-230-8210

CONTINENTAL CABLEVISION, INC.

Mr. Timothy P. Collins
Continental Cablevision, Inc.
26500 Northwestern Hwy., # 203
Southfield, MI 48076
Tele: 810-204-1802, Fax: 810-204-1890

STATE OF MICHIGAN
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

In the Matter of the Commission's Own)
Motion to consider Ameritech Michigan's)
Compliance with the Competitive Checklist in)
Section 271 of Telecommunications Act of 1996)

Case No. U-11104

JOINT SERVICE LIST

MCI

Mr. Albert G. Ernst
Dykema Gossett PLLC
800 Michigan National Tower
Lansing, MI 48933
Fax: 517-374-9191

MECA

Glen A. Schmiede
Mark J. Burzych
Foster, Swift, Collins & Smith, PC
313 South Washington Square
Lansing, MI 48933
Fax: 517-371-8200

MICHIGAN CONSUMER FEDERATION

Mr. Richard D. Gamber, Jr.
Michigan Consumer Federation
115 West Allegan, Suite 500
Lansing, MI 48933
Fax: 517-487-6002

SPRINT COMMUNICATIONS COMPANY, LP

Mr. Richard P. Kowalewski
Sprint Communications Company, LP
8140 Ward Parkway, 5-E
Kansas City, MO 64114-8417
Fax: 913-624-5681

US DEPARTMENT OF JUSTICE

Ms. Katherine E. Brown
U.S. Department of Justice—Antitrust Division
555 - 4th Street, NW
Washington, DC 20001
Fax: 202-514-6381

AMERITECH

Mr. Craig A. Anderson
Mr. Michael A. Holmes
Ameritech
444 Michigan Avenue, Room 1750
Detroit, MI 48226-2517
Tele: 313-223-8033
Fax: 313-496-9326

STATE OF MICHIGAN
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

In the Matter of the Commission's Own)
Motion to consider Ameritech Michigan's)
Compliance with the Competitive Checklist in)
Section 271 of Telecommunications Act of 1996)

Case No. U-11104

JOINT SERVICE LIST

TELEPORT COMMUNICATIONS GROUP, INC.

Roderick S. Coy & Stewart Binke
Clark Hill PLC
200 North Capitol Avenue, Suite 600
Lansing, MI 48933
Fax: 517-484-1246

Mr. Douglas W. Trabaris
233 S. Wacker Drive, Suite 2100
Chicago, IL 60606

MICHIGAN ATTORNEY GENERAL

Mr. Orjiakor N. Isiogu
Assistant Attorney General
Special Litigation Division
630 Law Building **ID MAIL**
Lansing, MI 48933

FCC

Ms. Gayle Teicher
FCC—Policy Division of Common Carrier Bureau
1919 M Street, NW Room 544
Washington, DC 20554
Fax: 202-418-1413

MCTA

Mr. David E. Marvin
Mr. Michael S. Ashton
Fraser, Trebilcock, Davis & Foster, PC
1000 Michigan National Tower
Lansing, MI 48933
Fax: 517-482-0887

CLIMAX TELEPHONE COMPANY

Harvey J. Mesing & Ms. Sherri A. Wellman
Loomis, Ewert, Parsley, Davis & Gotting, PC
232 South Capitol Avenue, Suite 1000
Lansing, MI 48933
Fax: 715-482-7227

TELECOMMUNICATIONS RESELLERS

Mr. Andrew O. Isar
Telecommunications Resellers Association
P.O. Box 2461
4312 - 92nd Avenue, NW
Gig Harbor, WA 98335-4461
Fax: 206-265-3912

STATE OF MICHIGAN
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

| | | |
|---|---|------------------|
| In the Matter of the Commission's Own |) | |
| Motion to consider Ameritech Michigan's |) | |
| Compliance with the Competitive Checklist in |) | Case No. U-11104 |
| Section 271 of Telecommunications Act of 1996 |) | |

JOINT SERVICE LIST

MPSC

David Voges, Assistant Attorney General
6545 Mercantile Way, #15
Lansing, MI 48911
Fax: 517-334-7655

BRE COMMUNICATIONS, INC.

Richard C. Gould
BRE Communications, Inc.
4565 Wilson Avenue
Grandville, MI 49418
Tele: 616-224-1600
Fax: 616-224-1609

ADMINISTRATIVE LAW JUDGE

Administrative Law Judge
Michigan Public Service Commission
6545 Mercantile Way, Suite 14
Lansing, MI



444 Michigan Avenue
Room 1750
Detroit, MI 48226
Office: 313-223-8033
Fax: 313-496-9325

Craig A. Anderson
Counsel

January 24, 1997

Ms. Dorothy Wideman
Executive Secretary
Michigan Public Service Commission
P.O. Box 30221
Lansing, MI 48909

MICHIGAN PUBLIC SERVICE
FILED

JAN 24 1997

COMMISSION

Re: MPSC Case No. U-11104.

Dear Ms. Wideman:

Enclosed for filing in the above-referenced case are an original and fifteen copies of Ameritech Michigan's Second Supplemental Information Filing.

Very truly yours,

A handwritten signature in cursive script that reads "C. Anderson (CRB)".

Enclosure

cc: All Parties of Record

CAA/jrl

STATE OF MICHIGAN

JAN 24 1997

BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION
COMMISSION

In the matter, on the Commission's own motion,)
to consider Ameritech Michigan's compliance)
with the competitive checklist in Section 271)
of the Telecommunications Act of 1996.)
_____)

Case No. U-11104

**AMERITECH MICHIGAN'S SECOND
SUPPLEMENTAL INFORMATION FILING**

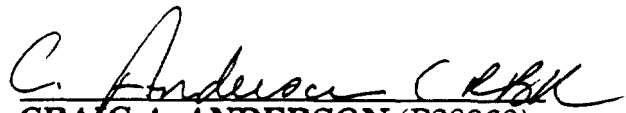
Ameritech Michigan submits the following additional information in
this proceeding:

Letters and statements sent to the FCC in connection with
Ameritech Michigan's Application Pursuant to Section 271 of the
Telecommunications Act of 1996 to Provide In-Region,
InterLATA Services in Michigan.

A list of such letters and statements is listed on Exhibit A attached
hereto. Copies of such letters and statements are also attached.

Respectfully submitted,

AMERITECH MICHIGAN


CRAIG A. ANDERSON (P28968)
444 Michigan Avenue, Room 1750
Detroit, Michigan 48226
(313) 223-8033

Dated: January 24, 1997

**Exhibit A to Ameritech Michigan's
Second Supplemental Filing
in Case U-11104**

Page 1 of 2

| | Last Name | First Name |
|----|---------------|------------------|
| 1 | Abraham | Spencer |
| 2 | Ahmed | Ismael |
| 3 | Amos | Fran |
| 4 | Anderson | N. Charles |
| 5 | Anderson | Alan R. |
| 6 | Archer | Dennis |
| 7 | Beard | Kay |
| 8 | Beckman | William J. |
| 9 | Bell | Edna |
| 10 | Berryman | Jim |
| 11 | Breeding | Carl L. |
| 12 | Breithaupt | Tino J. |
| 13 | Brian | Todd |
| 14 | Bridgewater | Paul |
| 15 | Burdziak | John M. |
| 16 | Cappelli | Robert |
| 17 | Cisky | Jon |
| 18 | Clor | James L. |
| 19 | Craft | James K. |
| 20 | Crissman | Penny M. |
| 21 | Dobb | Barbara J. |
| 22 | Drumm | Mel J. |
| 23 | Duchane | Steve M. |
| 24 | Dunaskiss | Mat |
| 25 | Emmons | Joanne G. |
| 26 | Engler | John |
| 27 | Fragale | Tony |
| 28 | Gernaat | John |
| 29 | Gomez-Stupka | Yolanda R. |
| 30 | Gruenke | Allen |
| 31 | Gustafson | Dan |
| 32 | Hall | Ronald E. |
| 33 | Hammerstrom | Beverly S. |
| 34 | Hanley | Michael J. |
| 35 | Heston | Barbara J. |
| 36 | Hill | Bobby L. |
| 37 | Hubbard | Marilyn French |
| 38 | Huebler | Richard A. |
| 39 | Josaitis | Eleanor |
| 40 | Klohs | Birgit M. |
| 41 | Law | Gerald H. |
| 42 | Levin | Carl |
| 43 | Lindsay-Payne | Freddie |
| 44 | Malone | Jaime |
| 45 | Middaugh | James Mick |
| 46 | Middleton | Tom |
| 47 | Montgomery | Bruce |
| 48 | Morris | William P. |
| 49 | Morrison | Lori |
| 50 | Muirhead | Georgella Bascom |

**Exhibit A to Ameritech Michigan's
Second Supplemental Filing
in Case U-11104**

Page 2 of 2

| | Last Name | First Name |
|-----------|------------------|-------------------|
| 51 | Murphy | Raymond M. |
| 52 | O'Connor | Charles J. |
| 53 | O'Connor | Joseph L. |
| 54 | Perricone | Charles R. |
| 55 | Pratt | Frank A. |
| 56 | Price, Jr. | Hubert |
| 57 | Profit | Kirk A. |
| 58 | Raczkowski | Andrew E. |
| 59 | Ross | W. R. |
| 60 | Salazar | Ignacio |
| 61 | Shore | Grace M. |
| 62 | Thomas, III | Samuel |
| 63 | Torok | Margaret L. |
| 64 | Turner | Emery C. |
| 65 | Ware | Jewel C. |
| 66 | Williams | Richard E. |
| 67 | Young | Alan C. |

1/24/97

SPENCER ABRAHAM
MICHIGAN

United States Senate

WASHINGTON, DC 20510-2203

December 20, 1996

Honorable Reed Hundt, Chairman
FEDERAL TRADE COMMISSION
1919 M Street, N.W.
Washington, D.C. 20544

Dear Mr. Chairman:

It is a pleasure to be writing to you to acknowledge another step toward the goal of bringing true competition to the telecommunications industry.

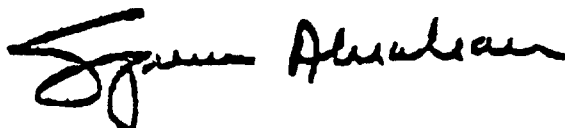
I have been informed that Ameritech has recently announced it has filed to offer long distance in the state of Michigan. If approved by the Commission, they will be able to provide both long distance and local telephone service and give consumers yet another choice for their telecommunication needs.

Ameritech tells me also this will mark the first time a local service provider has opened its network and fully satisfied the requirements for competition as outlined in the landmark Telecommunications Act of 1996. As testament to this new and more open atmosphere, I understand some 20 companies have applied to offer local service in the state of Michigan.

This is the kind of result Congress strived for when we passed the Act last year. Our goal was to create a competitive environment while striking the proper balance between long term substantial benefits to consumers and growth and viability for the industry. Ameritech deserves credit for taking this step and I hope they will be followed by others also eager to offer a variety of communication technologies and services to citizens.

I hope you will give Ameritech's application careful review and consider it on its merits.

Sincerely,



Spencer Abraham
United States Senate

PLEASE RESPOND TO THE OFFICE MARKED BELOW:

☐ GRAND RAPIDS
7130 28TH STREET, SE
GRAND RAPIDS, MI 49512
(616) 776-1112

☐ LANSING
200 NORTH CAPITOL AVENUE
LANSING, MI 48226
(313) 486-1854

☐ MARQUETTE
200 WEST WASHINGTON ST 231
MARQUETTE, MI 49833
(604) 226-2400
PRINTED ON RECYCLED PAPER

☐ BAYVIEW
301 E. GENESEE ST 2100
BAYVIEW, MI 48007
(313) 753-4400

☐ SOUTHFIELD
28722 TELEGRAPH RD 2200
SOUTHFIELD, MI 48034
(313) 335-0510

ACCESS

Arab Community Center for Economic and Social Services
المركز العربي للخدمات الاقتصادية والاجتماعية

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January 17, 1997

The Honorable Reed Hundt
Chairman
Federal Communications Commission
1919 M Street, NW
Washington, D.C. 20544

Dear Chairman Hundt,

I am writing to support Ameritech's filing under Section 271 of the Federal Telecommunications Act of 1996 to provide in-region long distance service in Michigan. Ameritech is one of Michigan's largest employers, providing thousands of jobs and opportunities for its citizens.

I am confident by allowing Ameritech to offer long distance service throughout the state. The needs of our citizens will be better served through new and enhanced services, increased competition, and ultimately more jobs and related economic growth.

Sincerely,

Ismael Ahmed

Ismael Ahmed
Executive Director

cc: Mr. Donald J. Russell, Telecommunications Task Force

Main Office
2651 Sarline Court
Dearborn, MI 48120
Tel: (313) 842-7010
Fax: (313) 842-5150

East Office
12740 West Warren
Dearborn, MI 48126
Tel: (313) 581-7540
Fax: (313) 591-6376

Family Counseling Center
2601 Sarline Court
Dearborn, MI 48120
Tel: (313) 843-2844
Fax: (313) 843-0097

Community Health Center
9708 Dix Avenue
Dearborn, MI 48120
Tel: (313) 842-0700
Fax: (313) 841-6340

Employment & Training
13530 Mich. Ave., Sec. 240
Dearborn, MI 48126
Tel: (313) 584-3001
Fax: (313) 584-0637



January 15, 1997

The Honorable Reed Hundt, Chairman
Federal Communications Commission
1919 M Street, N.W.
Washington, DC 20544

Dear Chairman Hundt:

I am writing to support Ameritech's application under Section 271 of the 1996 Telecommunications Act to offer long distance service. The telecommunications industry is constantly growing at a rapid pace. It is critical that the government provides the regulatory flexibility in the marketplace to meet the increasing demands of consumers and businesses. I strongly believe that increased competition will result in lower prices, benefit our educational institutions, and provide greater access to the super information highway to all citizens.

As an Oakland County Commissioner, I am proud that a Michigan company was the first local service provider to open its network. It is my understanding that Ameritech has met all the conditions set forth in the 14 point checklist. I hope that your agency will act favorably on their application. Ameritech and Michigan are both ready for competition!

Respectfully,

Fran Amos
Oakland County Commissioner District #5

cc: Donald J. Russell, U.S. Department of Justice

January 14, 1997

The Honorable Reed Hundt, Chairman
Federal Communications Commission
1919 M Street, NW
Washington, DC 20544

Dear Mr. Hundt:

As a citizen of the State of Michigan and someone who has worked in the business sector for 35 years, I feel that it is necessary that we support the filing issued by Ameritech, under Section 271 of the Federal Telecommunications Act of 1996 concerning regional long distance in the State of Michigan. Competition in the long distance service has been instituted by other companies, and those other companies, such as AT&T, MCI, etc., all have licenses to provide local service. I think it is imperative that the consumer have the opportunity of choice and, with true competition, we will see the benefits throughout Michigan.

As I understand it, there is an interLATA checklist. I believe the incentive of the long distance services and the potential penalties concerning the checklist should provide us a safeguard against any local monopolistic power play by Ameritech to eliminate competition. We want and need true competition in the telecommunication marketplace. As a businessman, it will allow us another choice and potentially a reduction in cost.

Please consider this as you evaluate your decision/approval.

Very truly yours,



Alan L. Anderson



January 14, 1997

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S. Maria Taylor

Vice Chair
Shirley R. Sincere

Secretary
Debra Doudet

Assistant Secretary
Jeffery C. Felton

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Francis A. Konegny, Ph.D.

The Honorable Reed Hundt
Chairman
Federal Communications Commission
1919 M Street, NW
Washington, DC 20544

Dear Mr. Hundt:

I am writing to express support of the recent filing by Ameritech under Section 271 of the Federal Telecommunications Act of 1996 to provide long distance service in Michigan. The bill, which was approved by Congress and signed by the President in 1996, opens the door for competition in both local and long distance services subject to certain legal, regulatory and technical requirements being met. We believe that Ameritech has met these requirements and deserves to be granted full competitive access.

Currently there are over a dozen companies, including global giants AT&T and MCI, that have been granted licenses to provide local phone service in Michigan. It is reasonable and fair for Ameritech to be granted the same competitive ability in the long distance industry of which these conglomerates presently dominate. Competition will ensure that Detroit and Michigan continue to have the best state-of-the-art communications infrastructure available - an essential element in building our economy, retaining and attracting businesses and meeting the needs of our residents.

Thank you for the opportunity to express our views. I urge you to act rapidly to approve Ameritech's application.

Sincerely,

N. Charles Anderson
President/CEO

bh

cc: Donald J. Russell, Telecommunications Task Force

208 Mack Avenue
Detroit, Michigan 48201
313/832-4800 • FAX 313/832-3222

Affiliated with the National Urban League